



DEPARTMENT OF THE TREASURY
INTERNAL REVENUE SERVICE
WASHINGTON, D.C. 20224

December 29, 2011

Control No. AP-08-1211-04
Impacted IRMs: Listed Below
Effective Date: Date of IMS Implementation

MEMORANDUM FOR DIRECTOR, FIELD OPERATIONS - EAST
DIRECTOR, FIELD OPERATIONS - WEST
DIRECTOR, TECHNICAL SERVICES
DIRECTOR, STRATEGY AND FINANCE

FROM: Susan L. Latham /s/ *Susan L. Latham*
Director, Tax Policy and Valuation

SUBJECT: Interim Guidance for Appeals' Use of Issue Management System
(IMS)

The purpose of this memorandum is to advise you that, Appeals' use of IMS is mandatory for working LB&I, Estate and Gift, and Excise cases. The effective date is the date IMS becomes available to Appeals. Tax Policy & Procedure (TPP) will communicate this date to Appeals through an alert.

The Impacted Appeals employees are:

- Appeals Team Managers (ATM)
- Appeals Team Case Leaders (ATCL)
- Appeals Officers (AO), including:
 - Technical Guidance Coordinators (TGC)
 - International Specialists
- Tax Computation Specialists (TCS)
- Issue Experts, such as:
 - Economists
 - Engineers
 - Appraisers
- Appeals Processing Services employees (APS)

The cases impacted by IMS are:

- Coordinated Industry Cases (CIC)
- Industry Cases (IC)
- International
- Estate
- Gift
- Excise

See the attachment for instructions.

This memorandum remains in effect for one year. The requirement to use IMS will be included in the next revisions of the following IRMs:

- 8.1.3, Appeals Program - Working Cases in Appeals
- 8.7.4, Appeals Estate and Gift Tax Cases
- 8.7.10, Excise Tax Cases and IRA Adjustments
- 8.7.11, Working Appeals Team Cases
- 8.17.2, General Settlement and Rule 155 Computations
- 8.20.2, IDRS Transcripts and Automated Systems
- 8.20.5, Processing and Establishing New Receipts

If you have any questions, please refer to the contacts in the attachment.

Attachment

cc: www.irs.gov

Interim Guidance for Use of Issue Management System (IMS)

Background

IMS is LB&I's case management system. SB/SE Estate and Gift (E&G) and SB/SE Excise have adopted IMS to manage their cases. Certain Appeals employees who work LB&I, SB/SE E&G and Excise cases, will have read and print access to LB&I & SB/SE work papers through the IMS Team Website. IMS is a research and collaboration tool for Appeals users that allows access to case file contents, such as Form 5701, Notice of Proposed Adjustment, Form 886-A, Explanation of Items, IDRS research, as well as, the Examiners' case activity records and other significant examination documents. IMS will provide for electronic case delivery and assist with team collaboration.

Appeals IMS users will have access to cases in existing inventory that were closed from LB&I and SB/SE E&G and Excise cases via a web portal format. Appeals IMS users will also be able to manage Team Members, case documents and case closing data.

Note: If a case is not in IMS, procedures for the current Feedback Loop Process must be followed.

IMS will give Appeals the ability to provide LB&I, SB/SE E&G and Excise with timely feedback on the resolution of their issues.

With IMS access, the Appeals Team Case Leader (ATCL) or Appeals Officer (AO) will not have to separate, photocopy, and transmit portions of the case to his/her Team Members. Appeals' access to IMS will allow the ATCL and his/her Team Members to view the Revenue Agent's case history file and certain associated documents. By using IMS, Appeals users can download (read-only) files applicable to their issues.

Impact on Appeals

Appeals' use of IMS is mandatory for working all LB&I cases, as well as, most SB/SE E&G and Excise cases effective on the date IMS is available to Appeals.

The Appeals Centralized Database System (ACDS) will remain the Appeals system of record for case management and recording time on case. Once a case is closed by LB&I, SB/SE E&G or Excise and updated to AIMS Status 81 and assigned by APS to an ATM in IMS, the originating BOD will not have access to Appeals' documentation. Therefore, there are no ex parte concerns with the use of IMS.

Impacted cases

- Coordinated Industry Cases (CIC)
- Industry cases (IC)
- International Cases

- Estate
- Gift
- Excise

Impacted Appeals Employees

The Impacted Appeals employees are:

- Appeals Team Managers (ATM)
- Appeals Team Case Leaders (ATCL)
- Appeals Officers (AO), including:
 - Technical Guidance Coordinators (TGC)
 - International Specialists
- Tax Computation Specialists (TCS)
- Issue Experts, such as:
 - Economists
 - Engineers
 - Appraisers
- Appeals Processing Services (APS)

How to Gain Access to IMS

An OnLine 5081 is required to gain access to IMS. Each user should request the "IMS-PRODUCTION-LMSB USER ACCESS" application and add a statement indicating an Examination Returns Control System (ERCS) ID is not required. (This statement is required because Appeals employees' time is reported in ACDS, not ERCS). Please refer to the Appeals Training Modules for step-by-step instructions:

- Appeals Training Module for APS, ELMS Course Number 39821
- Appeals Training Module for Appeals Team Manager, ELMS Course Number 39763
- Appeals Training Module for Team Leader, ELMS Course Number 39762
- Appeals Training Module for Team Member, ELMS Course Number 39822

Role of APS in IMS

In Appeals, the Appeals Processing Services (APS) role is assigned to the Appeals Processing Employee (APS).

The primary role of the APS employee in IMS is to:

- Assign a Case
- Re-assign a Case
- Re-open a Closed Case

The APS User has permissions to view Appeals cases to be assigned, opened (currently assigned), and closed on the web portal. An APS user may assign an

Appeals case to an Appeals ATM, reassign an open Appeals case, or re-open a closed Appeals case on the web portal.

For step by step instructions, please refer to the Appeals Training Module for APS, ELMS Course Number 39821.

Role of the ATM in IMS

The role of the ATM in IMS is to manage and assign LB&I, SB/SE E&G and Excise cases. Specific responsibilities include:

- Viewing IMS case documents
- Assigning Team Leader
- Uploading Appeals documents into IMS
- Closing an Appeals case in IMS
- Searching APS inventory for assignment

APS will assign cases to the ATM in IMS. Once APS makes this assignment, the ATM will receive an email from IMS notifying him/her that there is a new case in IMS awaiting his/her action.

The ATM will assign the case to a Team Leader which can be an ATCL or AO. The Team Leader who's assigned the case will then be notified by email that a case has been assigned to him/her in IMS.

To close a case in IMS, the ATM must:

- (1) Electronically sign the PDF Form 5402
- (2) Upload the Appeals Case Memorandum (ACM) and Form 5402 and documentation concerning changes in tax due, Appeals Transmittal and Case Memo in PDF format
- (3) Complete the case closing screen in IMS.

Note: Additional documents/files may be uploaded at the discretion of the ATM/Team Leader and/or his/her designee. All documents uploaded by Appeals will be viewable by LB&I and SB/SE. The ATM must also complete the case-closing process in ACDS.

For step by step instructions, please refer to the Appeals Training Module for Appeals Team Manager, ELMS Course Number 39763.

Who is a Team Leader in IMS

For purposes of IMS, a Team Leader is the ATCL or AO who is assigned the key case WUNO.

Role of the Team Leader in IMS

The key responsibilities of the Team Leader in IMS include:

- Viewing and downloading case documents
- Building the team, when Team Members are approved
- Giving permissions to Team Members to upload his/her ACM
- Giving permissions to TCS to upload tax computations

Note: The ATM or his/her designee is ultimately responsible for ensuring all necessary documents are uploaded into IMS.

The Appeals Team Leader receives the paper administrative file from the ATM through normal procedures and the electronic IMS case via an IMS system email. The Team Leader then enters IMS, by way of a hyperlink in the email or by accessing his/her IMS case inventory.

A Team Leader may view case details and perform Appeals Team Member management for an assigned case.

The Team Leader will follow normal Appeals procedures to obtain Team Members. If Team Members are approved, the Team Leader will then begin building Team Members through IMS. When the Team Leader receives the name of a Team Member, the Team Leader will log into IMS and go to the "Appeals Team Member" screen and click on the "Add" link. This will allow the new Team Member access to the case history and related documents. IMS will generate an email informing the Team Member that he/she has been added to the case. If there is a paper document in the case file, which is required by a Team Member and is not in the IMS case file, the Team Leader will photocopy the document and mail it to the Team Member(s). LB&I, SBSE E&G and Excise do not scan all taxpayer documents into their electronic case file.

At his/her discretion, the Team Leader (and ATM) may selectively grant (or remove) Team Members permission to upload documents, to assist in carrying out the Team Member's responsibilities.

At closing, the Team Leader is responsible for ensuring that all Appeals documents relevant to Compliance's consideration of the case are uploaded to IMS.

For step-by-step instructions, please refer to the Appeals Training Module for Team Leader, ELMS Course Number 39762.

Role of the Team Member in IMS

The Team Member role can be assigned to anyone who provides support in the resolution of a case. Team Members can be assigned to an LB&I, E&G or Excise Case. A Team Member can be a TCS, TGC, Specialist, or AO.

The key responsibilities of the Team Member in IMS include:

- Viewing and downloading case documents
- Collaborating with Team Leader and Team Members

- Uploading Appeals documents, when authorized by the Team Leader

Upon receiving the email from the Team Leader with the IMS hyperlink, the Team Member can:

- Read the case history and supporting documents in IMS.
- Download all documents to support his/her work.
- Upload documents, when given permission by the Team Leader.

For step-by-step instructions, please refer to the Appeals Training Module for Team Member, ELMS Course Number 39822.

SB/SE E&G

The IMS processing steps for SB/SE Estate and Gift Tax cases are the same as those outlined for LB&I cases.

SB/SE Estate and Gift Field Exam cases on IMS include:

- Estate tax
- Gift tax

Note: At this time IRC 6166 cases are not on IMS

SB/SE Excise

All field Excise cases are included and must be assigned in IMS.

Note: Campus cases are not included.

The IMS processing steps for SB/SE Excise Tax cases are the same as those outlined for LB&I cases.

Effective Date

Date of IMS Implementation

Contacts

For LB&I cases, ATM, Team Leader and Team Member information
Charmaine B. Osbin, 281-721-7275

For SBSE E&G
Theda Koors, 859-669-4517

For SBSE Excise
Theda Koors, 859-669-4517

For APS
Peggy Smith, 317-685-7901

For TCS,
Linda Thall, 213-576-4859

IMS Webpage:
<http://appeals.web.irs.gov/BusinessSystemPlanning/Applications/IMS.htm>